Michigan Certified Nurse Aide Registry FAQ's

Question	Resolution
What do I need to do to access MI-NATES?	Create a MILogin account, then request access to the MI-NATES application. *Click here for a guide to walk you through the account setup instructions*: MILogin/MI-NATES Account Setup Guide.
How do I reset my MILogin password?	Use self-serve reset in MILogin or contact the MI-NATES helpdesk at 1-833-757-7309 or LARA-BCHS-App-Help@michigan.gov
What do I do if my MILogin account is locked?	If your Mi-Login account is locked, it will automatically unlock after 30 minutes, and you can try accessing your account again at that time.
I passed testing with Headmaster, where can I find my nurse aide certificate (CNA) and why am I not listed on the Nurse Aide Registry?	Passing testing is one portion of obtaining a certification. A CNA must also create a MILogin account which allows them to create a profile in MI-NATES, pay the initial $20 fee, then receive a certification and be placed on the registry. *Click here to view the* MI-NATES user guide for Nurse Aides.
How do I get a paper copy of my certificate?	Login to your MI-NATES account, select Nurse Aide, then click the button labeled "View/Print Certificate." Your certificate will be displayed for you to view, save, or print, as desired.
How do I renew my certificate?	Login to your MI-NATES account, pay the $20 renewal fee, and submit the renewal application, attesting that you have completed your required 24 hours of continuing education and that you have worked as a nurse aide for at least 40 hours for pay during your last renewal cycle. Certificates can be renewed as early as 45 days prior to the expiration.
Will I receive notification that my certificate will be expiring and needs to be renewed?	If your e-mail address is correct in your MI-NATES account, you will receive an e-mail notification 45 days prior to your expiration date. You can renew your certificate as early as 45 days before your certification expires.
I let my nurse aide certification lapse and I'm wondering if I can renew or if I must retake the exam? Do I need to retake the CNA training program as well?	If your CNA certification has been lapsed for greater than two years you must retake a state-approved training course and retake the exam. If lapsed less than 2 years, you can renew via MI-NATES, as long as you can attest to completing your required 24 hours of continuing education and that you have worked as a nurse aide for at least 40 hours for pay during your last renewal cycle.

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I am a certified nurse aide out of state and would like to obtain my certification in Michigan. How do I do that?	Create a MILogin account which will allow you to set-up a profile in MI-NATES, submit a nurse aide application, pay the initial $20 fee and then you will receive your certification and be placed on the Michigan registry. Please refer to the Bureau's Nurse Aide Registry web page under "Reciprocity – Out of State Candidates" to determine if the state you obtained your certification in is an approved state. *Click here for a guide to walk you through the account setup instructions*: MILogin/MI-NATES Account Setup Guide.
My CNA certification lapsed, and I moved on to another profession. However, I need proof of my previous years of being a CNA, where can I find my registration history?	The State of Michigan does not maintain a history of lapsed or expired registrations. A lapsed record may be stored in our system up to 7 years, however, the details regarding specific lapsed and active time periods are not maintained.
We just hired a CNA and need to know if their registration has ever been lapsed, where can we find this information?	The State of Michigan does not maintain a history of lapsed or expired registrations. A lapsed record may be stored in our system up to 7 years, however, the details regarding specific lapsed and active time periods are not maintained.
What do I do if I am experiencing errors or strange behavior while using MI-NATES?	The MI-NATES application was designed to be responsive on mobile devices, however, various devices and browsers respond in different ways. **If you are experiencing technical issues, please access MI-NATES using a personal computer (laptop or desktop) and the latest version of the Google Chrome internet browser for the best response.**
What do I do if I have a payment error?	Most common payment verification issues. 1. User has typed something wrong in the fillable fields, CVV 2, address, name on card, etc. 2. There is no money available on the card itself. 3. If everything has been typed correctly and there is in fact money available, the information that was entered may be different from what your bank/credit card company has on file, and you may want to reach out to them to make sure that information all matches.

Additional Resources:
MI-NATES/MILogin Technical Assistance: 1-833-757-7309 or LARA-BCHS-App-Help@michigan.gov
Nurse Aide Registry Questions: (517) 284-8961 or BCHS-CNA-Registry@michigan.gov
MILogin/MI-NATES account setup instructions: MILogin/MI-NATES Account Setup Guide
MI-NATES Nurse Aide User Guide: MI-NATES user guide for Nurse Aides.
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